

# **SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN INTERACTIVE VOICE RESPONSE SYSTEM**

## **ABSTRACT OF THE DISCLOSURE**

A method and system for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, includes storing a caller profile, and retrieving the caller's profile to construct a personalized IVR dialogue menu and play out the personalized menu.